

Release Notes

hp StorageWorks Business Copy EVA/MA/EMA v2.2.1 Host Agent for Windows Patch

Product Version: 2.2.1

First Edition (March 2004)

Part Number: AA-RV27A-TE

The HP StorageWorks “Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)” is the new name for the “Enterprise Volume Manager (EVM)” software. This document describes procedures for downloading and installing the BC 2.2.1 Windows patch as well as summarizes features and characteristics of the BC 2.2.1 Windows patch.

For the latest version of these Release Notes and other Business Copy documentation, access the HP storage web site at: <http://www.hp.com/country/us/eng/prodserv/storage.html>.



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About this document

This section describes the content reflected in this document, including:

- [Release Notes information](#), page 3
- [Intended audience](#), page 3
- [Other Business Copy documentation](#), page 3

Release Notes information

These Release Notes cover the following major topics:

- [Issues addressed in this patch](#), page 4
- [Windows patch installation overview](#), page 5
- [Using Folder-mount](#), page 10

Intended audience

This document is intended for customers who are running BC v2.2, and for HP authorized service providers responsible for installing, configuring, and maintaining systems that include BC software.

Other Business Copy documentation

The *HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 Host Agent Patch for Windows Release Notes* is the only available documentation supporting the BC Host Agent Patch.

In addition to this guide, HP provides corresponding information:

- Online Help/User Guide (accessible via the Web browser interface)
- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Network Administration Guide*¹ (T3032-96102).

Additional documentation, including white papers and best practices documents, are available via the HP web site at: <http://www.hp.com>.

1. Hereafter referred to as BC Network Administration Guide.

Issues addressed in this patch

This section addresses issues corrected with the BC host agent patch. Issues addressed include the following topics:

- [Host agent Clusterinfo application error](#), page 4
- [Folder-mount job fails after host reboot](#), page 4

Host agent Clusterinfo application error

Description: The BC host agent component *Clusterinfo* may produce an application error popup that requires a user response. If the *switchboard* component is stopped and restarted before the popup error is acknowledged, the host agent may not operate properly.

Error Indication: The host agent does not work correctly after receiving a popup message, such as:

Application popup: ClusterInfo.exe - Application Error : The instruction at "0x77f47a6d" referenced memory at "0x00000000". The memory could not be "read".

Resolution/Workaround: The patch corrects the root cause of the Clusterinfo application error.

Folder-mount job fails after host reboot

Description: If a host with a folder-mount device is rebooted, Windows will assign a drive letter AND a folder mount-point to the device, resulting in two mount points for the same device. During job undo, BC removes only one of the mount points. This leaves the device “partially mounted”, which can lead to a variety of problems when running subsequent jobs.

Error Indication: Failure of BC jobs that involve folder-mounted devices.

Resolution/Workaround: The patch changes the undo behavior. BC now checks for and removes both mount points, if they exist.

For more information on using folder-mount see “[Using Folder-mount](#)” on page 10.

Windows patch installation overview

Complete the following procedures to download and install BC 2.2.1 Windows patch.

- [Verifying the host agent configuration](#), page 5
- [Downloading the patch](#), page 5
- [Coordinating Business Copy update activities](#), page 6
- [Installing the patch](#), page 6

Verifying the host agent configuration

This patch can be applied only to version 2.2. Before proceeding:

1. Browse to the BC GUI and click the **Logs** button. The **Logs** page displays.
2. Select the log file that corresponds to the host to be patched, for example “winhost10.host.txt”.
3. Click the **Show** button. The log file opens in a window.
4. The last line of the log file indicates the installed host agent.

```
<HI><version>V2.2</version><build>41</build></HI>
```

If the version is not 2.2, do not install the patch.

Downloading the patch

The BC Windows patch is only available by download from the Business Copy product website. The HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 - Patch download file contains patches for the BC Server, BC Host Agent for Windows, and BC Host Agent for HP-UX.

1. Visit <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>.
2. Click **software and drivers**.
3. Under **tasks for your selected product:**, click **download drivers and software**.
4. Click **Business Copy Upgrade UI EVA 2.2 Med/Doc Kit**.
5. Click the desired operating system from the list provided.
6. Click the **download** button for **HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 - Patch**.

Coordinating Business Copy update activities

Before installing the Windows patch, ensure that:

- BC host agent update activities have been coordinated with BC users.
- The BC host agent version being updated is compatible with the BC server for this BC network.
- No BC jobs are running or “undoing” or are scheduled to run or “undo” during the patch installation
- The BC server that supports the BC host agent installation is updated before updating the BC host agent.



Caution: If not properly planned and coordinated, updating the BC host agent can result in reduced operational capabilities and failure of BC jobs.

Installing the patch

Complete the following procedure to install the BC Windows patch.

Note: Click **Cancel** at any time during the installation to exit the installation.

1. Locate and double-click the *BC_221_WIN_HA.exe* file to start BC setup.
An auto-run feature begins, extracting the BC patch files to a default temporary folder on the host computer. After the files are extracted, setup begins ([Figure 1](#) on page 7 displays).

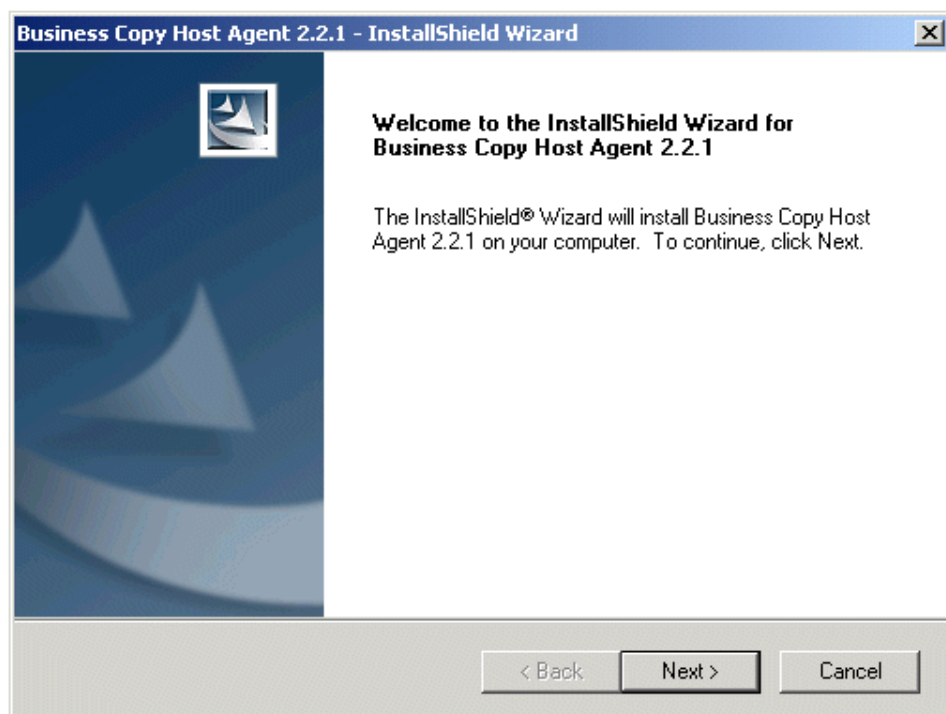


Figure 1: Introduction window

2. Click **Next**.

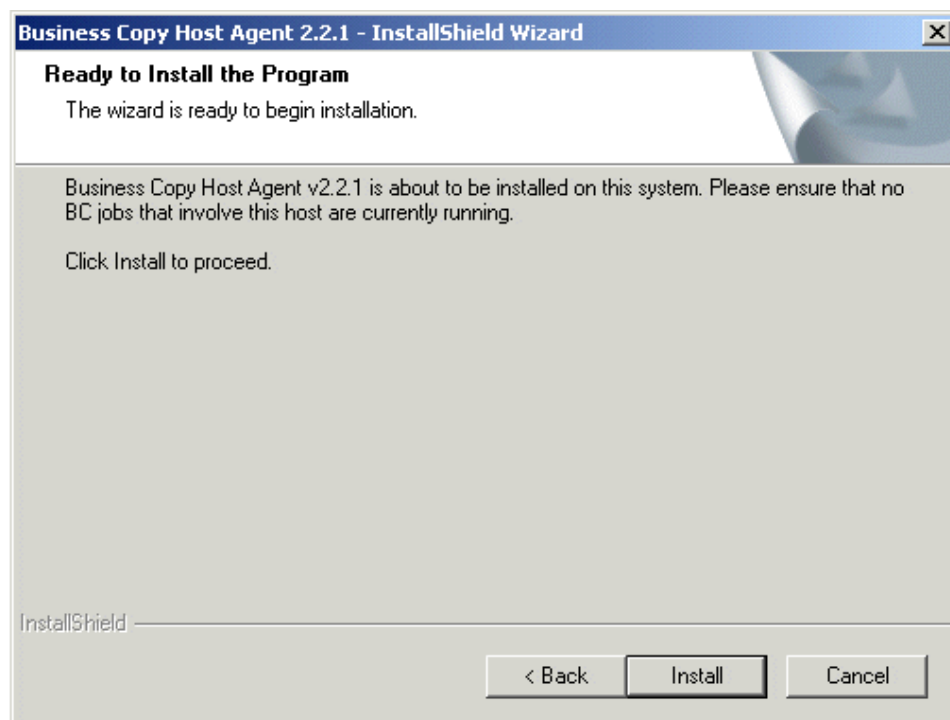


Figure 2: Ready to Install

3. Click **Install** if the you are ready to install BC 2.2.1.

An installation window briefly displays as the BC patch installs. Following a successful installation, [Figure 3](#) displays.

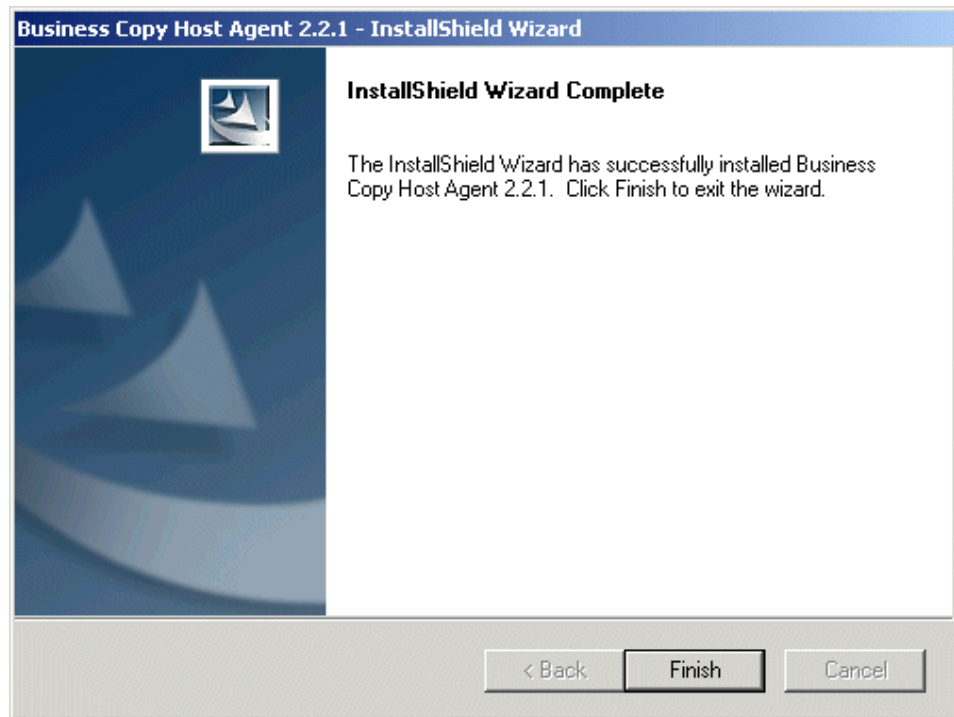


Figure 3: Installation Complete

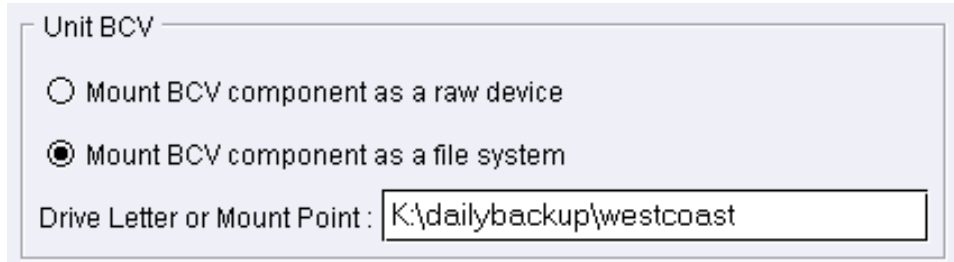
4. Click **Done**.

The BC patch is now installed.

Using Folder-mount

Folder-mount refers to previously undocumented BC job feature which supports Windows 2000 Server and Windows Server 2003 hosts. Folder-mount allows you to mount a BCV on a host by specifying the drive letter and folder name.

In the sample MOUNT operation below, the BCV is to be mounted as the folder “\dailybackup\westcoast” on drive “K”.



Unit BCV

☐ Mount BCV component as a raw device

☒ Mount BCV component as a file system

Drive Letter or Mount Point :

The folder-mount feature was introduced in BC version 2.1a. In previous versions, you could only specify the drive letter. This feature is not supported on Windows NT.